

2011

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Enforcement Division



Texas Department
of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Enforcement Division
Lemon Law Section

4000 Jackson Avenue
Austin, TX 78731

www.txdmv.gov



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Greetings:

Since the inception of the Texas Lemon Law in 1983, it continues to help consumers who have purchased or leased new motor vehicles with defects obtain warranty repair, replacement or repurchase. The commitment by the Lemon Law Section of the Texas Department of Motor Vehicles (TxDMV) to serve consumers and the marketplace since the initial passage of the Texas Lemon Law will continue as always. Data from 1993 to 2011, shows there have been 16,141 complaints filed and it is estimated that the Lemon Law has generated over \$111 million in relief to Texas consumers.

The 20th annual report includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced. Prior to 2008, nationwide vehicle sales exceeded 16 million. However, as a reflection of the recent economic times, trade publications have a marked decrease in overall sales to a low around 10.6 million vehicles in 2009. Alternatively, recent data has reported a modest increase in the nationwide purchase of new cars and trucks over the past year. Lemon law complaints to the TxDMV have decreased in the past year with the increase in motor vehicle sales. The Lemon Law Section has continued to provide professional service in administering and settling the majority of the cases handled.

Legislation enacted last session expands the application of the Texas Lemon Law to new or leased vehicles purchased at retail outside of Texas by consumers now residing in the state as well as to active duty military personnel stationed within a United States armed forces base in Texas.

Official customer satisfaction survey results for the Lemon Law Section for this past calendar year are unavailable due to a technical problem. However, a review of the partial data continues to indicate that the majority of Texas consumers consider the Lemon Law to be an effective and cost-efficient remedy for resolving motor vehicle complaints. The Lemon Law Section is working each day to increase efficiency and decrease the amount of time to provide resolution to the parties in these cases.

If you have questions or suggestions to improve the program, please contact the Lemon Law Section staff.

Sincerely,

Mark Gladney

B. Mark Gladney
Lemon Law Section Manager

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INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2011



INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2011

The report includes text and charts to illustrate the resolution of 333 complaints during 2011. Of the complaints processed in Calendar Year 2011 (CY '11), 207 were carried over from the end of CY '10 and 316 were complaints that were received in CY '11. Chart A shows an overview of the program results for CY '11 along with the previous two years' results for comparison.

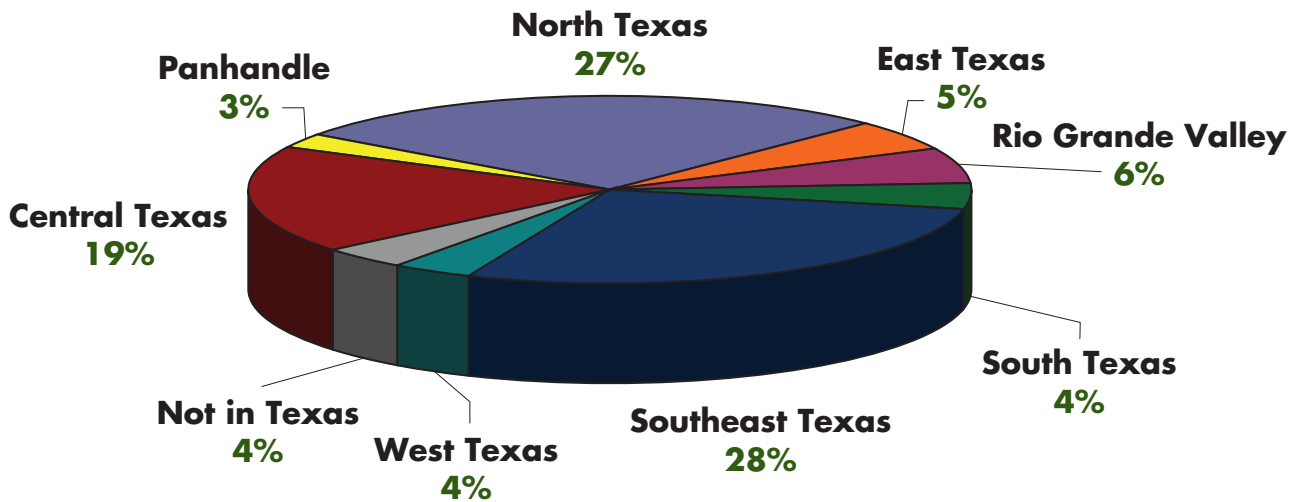
Most complaints involve passenger cars and light trucks; however, complaints were received on all terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to around two hundred thousand dollars for a luxury motor home.

CHART A SUMMARY OF PROGRAM RESULTS

	CY '09	CY '10	CY '11
Complaints Filed	508	349	316
Complaints Closed	575	426	333
Inspections Held	50	30	9
Settlements	292	235	161
Repurchase/Replacement Orders	153	94	90

Chart B shows the geographic distribution of complaints filed by hearing region. The hearings are held primarily at State Office of Administrative Hearings field offices as well as at some Texas Department of Transportation offices.

CHART B
GEOGRAPHIC DISTRIBUTION OF COMPLAINTS FILED
BY HEARING REGION



COMPLAINT PROCESS



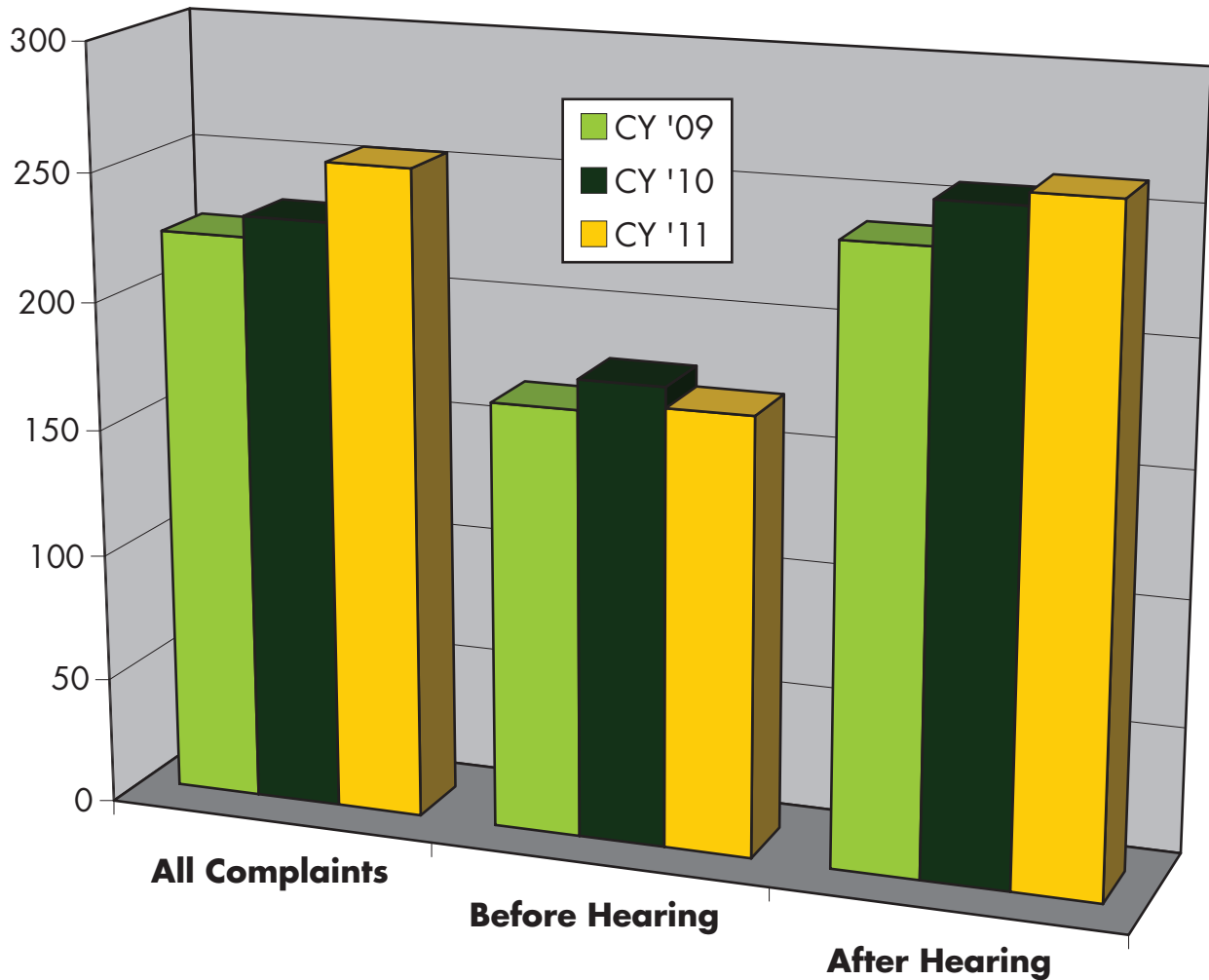
Chart C shows the number of mediation inspections held and resolved for each manufacturer with whom an inspection was scheduled.

CHART C MEDIATION INSPECTIONS

VEHICLE MAKE	HELD	RESOLVED
Chevrolet	4	2
Ford	2	2
Harley-Davidson	1	1
Kia	1	0
Nissan	1	1
Total	9	6

Chart D shows the average processing times for the complaints closed for CY '09 through CY '11.

CHART D
AVERAGE NUMBER OF DAYS TO
PROCESS COMPLAINTS



COMPLAINTS FILED



Chart E1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '09 through CY '11.

CHART E1 (PASSENGER CARS AND TRUCKS) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	MDX	1	1	0	0.00%
	TL	0	1	1	0.32%
	TSX	2	0	0	0.00%
Acura Total		3	2	1	0.32%
Aston Martin	DBS	1	0	0	0.00%
	A3	0	1	0	0.00%
	A4	1	0	2	0.63%
	A8	1	0	0	0.00%
Audi Total		2	1	2	0.63%
Blue Bird	All American FE (HT)	1	0	0	0.00%
	100 Class	0	0	1	0.32%
	300 Class	3	4	4	1.27%
	500 Class	0	1	5	1.58%
	700 Class	1	1	0	0.00%
	M3	0	0	2	0.63%
	X3	0	1	1	0.32%
	X5	0	1	2	0.63%
	Z4	0	1	0	0.00%
BMW Total		4	9	15	4.75%
	Enclave	2	5	0	0.00%
	LaCrosse	1	1	2	0.63%
	Lucerne	0	2	0	0.00%
	Regal	0	0	1	0.32%
Buick Total		3	8	3	0.95%
	Catera	1	0	0	0.00%
	CTS	4	0	2	0.63%
	Déville	2	0	0	0.00%
	DTS	1	0	0	0.00%
	Escalade	4	0	1	0.32%
	SRX	0	4	0	0.00%
	STS	1	1	3	0.95%
Cadillac Total		13	5	6	1.90%
	Avalanche	3	2	0	0.00%
	Aveo	0	3	1	0.32%
	C2500	1	0	0	0.00%
	CK4500	1	0	0	0.00%
	Camaro	0	0	1	0.32%
	Cobalt	3	2	0	0.00%
	Corvette	1	3	1	0.32%
	Equinox	2	3	3	0.95%
	HHR	3	1	2	0.63%
	Impala	5	2	5	1.58%
	Kodiak	1	0	2	0.63%
	Malibu	2	1	7	2.22%
	Malibu Hybrid	0	0	1	0.32%
	Silverado	10	11	5	1.58%
	Suburban	6	3	1	0.32%
	Tahoe	10	4	0	0.00%
	Trailblazer	1	1	0	0.00%
	Traverse	1	1	2	0.63%
	Uplander	1	0	0	0.00%
Chevrolet Total		51	37	31	9.81%

CHART E1 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	200	0	0	1	0.32%
	300	8	0	2	0.63%
	Apsen	1	1	0	0.00%
	Pacifica	1	0	1	0.32%
	PT Cruiser	4	2	0	0.00%
	Sebring	3	2	1	0.32%
	Town & Country	4	2	2	0.63%
Chrysler Total		21	7	7	2.22%
	Avenger	1	2	0	0.00%
	Caliber	1	0	1	0.32%
	Challenger	0	3	3	0.95%
	Charger	3	0	0	0.00%
	Dakota Pickup	1	2	0	0.00%
	Durango	0	0	1	0.32%
	Grand Caravan	9	2	0	0.00%
	Journey	6	6	8	2.53%
	Nitro	7	2	1	0.32%
	Ram	67	19	18	5.70%
	Sprinter	5	0	0	0.00%
	Stratus	0	2	1	0.32%
Dodge Total		100	38	33	10.44%
	Crown Victoria	1	0	0	0.00%
	Econoline	1	0	1	0.32%
	Edge	1	0	6	1.90%
	Escape	0	4	5	1.58%
	Escape Hybrid	1	0	0	0.00%
	Expedition	4	2	2	0.63%
	Explorer	2	2	2	0.63%
	F Series	16	14	24	7.59%
	F450 Pickup (MT)	2	2	0	0.00%
	F550 Pickup (MT)	3	0	1	0.32%
	F650 Pickup (MT)	2	2	0	0.00%
	F750 Pickup (MT)	0	1	0	0.00%
	Five Hundred	0	1	0	0.00%
	Flex	1	0	0	0.00%
	Focus	2	5	0	0.00%
	Freestyle	1	0	0	0.00%
	Fusion	1	3	4	1.27%
	Mustang	2	3	4	1.27%
	Ranger	1	2	1	0.32%
	Taurus	5	1	2	0.63%
	Thunderbird	0	1	0	0.00%
Ford Total		46	43	52	16.46%
	Cascadia (MT)	0	0	1	0.32%
	Columbia (HT)	0	1	0	0.00%
Freightliner Total		0	1	1	0.32%
	Acadia	8	3	2	0.63%
	Envoy	1	1	0	0.00%
	Jimmy	0	0	1	0.32%
	Sierra	8	6	0	0.00%
	Sierra Denali	0	0	1	0.32%
	Suburban	1	0	0	0.00%
	Terrain	0	0	1	0.32%
	Yukon	1	3	1	0.32%
	Yukon XL Denali	1	1	0	0.00%
GMC Total		20	14	6	1.90%
	Accord	7	2	4	1.27%
	Civic	0	3	3	0.95%

CHART E1 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	Civic Hybrid	1	1	0	0.00%
	CR-V	0	3	2	0.63%
	Insight	0	0	1	0.32%
	Odyssey	4	1	2	0.63%
	Pilot	4	1	1	0.32%
	Ridgeline	1	0	0	0.00%
Honda Total		17	11	13	4.11%
	H2	0	1	0	0.00%
	H3	2	0	0	0.00%
Hummer Total		2	1	0	0.00%
	Accent	1	0	0	0.00%
	Azera	0	2	0	0.00%
	Elantra	0	1	0	0.00%
	Entourage	1	1	0	0.00%
	Genesis	0	0	1	0.32%
	Sante Fe	2	2	1	0.32%
	Sonata	4	0	2	0.63%
	Sonata Hybrid	0	0	1	0.32%
	Tucson	0	0	1	0.32%
	Veracruz	1	1	0	0.00%
Hyundai Total		9	7	6	1.90%
	FX35	1	1	1	0.32%
	G35	3	0	0	0.00%
	G37	3	0	1	0.32%
	I35	0	1	0	0.00%
	M35	0	1	1	0.32%
	QX56	0	0	1	0.32%
Infiniti Total		7	3	4	1.27%
International	DuraStar (MT)	0	1	0	0.00%
	I370	0	0	1	0.32%
	NQR 9MT)	0	0	1	0.32%
Isuzu Total		0	0	2	0.63%
	XJ-Type	0	1	1	0.32%
	XF-Type	0	0	1	0.32%
	XK-Type	0	1	0	0.00%
Jaguar Total		0	2	2	0.63%
	Commander	3	1	0	0.00%
	Compass	1	0	0	0.00%
	Grand Cherokee	3	3	4	1.27%
	Liberty	3	3	0	0.00%
	Patriot	2	2	1	0.32%
	Wrangler	7	6	4	1.27%
Jeep Total		19	15	9	2.85%
Kandi	Coco	0	0	1	0.32%
	T300 (MT)	1	0	0	0.00%
	T370 Hybrid (MT)	1	0	0	0.00%
Kenworth Total		2	0	0	0.00%
	Borrego	1	1	0	0.00%
	Forte	0	0	3	0.95%
	Optima	1	1	2	0.63%
	Rio	0	1	0	0.00%
	Rio5	1	0	0	0.00%
	Sedona	1	0	0	0.00%
	Sorento	2	2	6	1.90%
	Spectra	0	2	0	0.00%
	Sportage	0	1	4	1.27%
Kia Total		6	8	15	4.75%
	Discovery	0	0	1	0.32%

CHART E1 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	LR2	2	0	1	0.32%
	LR3	0	2	0	0.00%
	LR4	0	1	1	0.32%
	Range Rover	2	1	1	0.32%
	Range Rover Sport	0	0	1	0.32%
Land Rover Total		4	4	5	1.58%
	ES	1	2	0	0.00%
	GS	1	0	0	0.00%
	IS Series	0	1	1	0.32%
	IS	2	1	1	0.32%
	LX470	0	0	0	0.00%
	RX Hybrid	1	1	0	0.00%
Lexus Total		5	5	2	0.63%
	Mark LT	2	0	0	0.00%
	MKS	1	1	1	0.32%
	MKT	0	1	0	0.00%
	MKX	1	0	1	0.32%
Lincoln Total		4	2	2	0.63%
Maserati	Quattroporte	0	0	1	0.32%
Mack	Pinnacle (HT)	1	0	0	0.00%
	3	2	1	0	0.00%
	5	1	0	0	0.00%
	6	1	1	1	0.32%
	CX-9	2	2	0	0.00%
	MX-5 Miata	1	0	0	0.00%
	RX-8	2	0	1	0.32%
	Tribute	2	0	2	0.63%
Mazda Total		11	4	4	1.27%
	C-Class	2	1	2	0.63%
	CLK-Class	2	0	0	0.00%
	E-Class	2	1	2	0.63%
	M-Class	2	0	0	0.00%
	R-Class	0	1	0	0.00%
	S-Class	0	1	1	0.32%
	SL-Class	0	1	2	0.63%
Mercedes-Benz Total		8	5	7	2.22%
	Grand Marquis	0	1	0	0.00%
	Sable	1	0	0	0.00%
Mercury Total		1	1	0	0.00%
Mini	Cooper	4	1	3	0.95%
	Eclipse	0	1	1	0.32%
	Eclipse Spyder	1	0	0	0.00%
	Endeavor	1	0	0	0.00%
	Lancer	0	2	0	0.00%
Mitsubishi Total		2	3	1	0.32%
	350Z	1	0	0	0.00%
	Altima	7	3	4	1.27%
	Armada	1	1	1	0.32%
	Cube	0	0	1	0.32%
	Frontier	0	1	2	0.63%
	GTR	0	1	0	0.00%
	Maxima	2	1	2	0.63%
	Murano	1	1	1	0.32%
	Pathfinder	2	0	0	0.00%
	Quest	1	0	0	0.00%
	Rogue	2	0	0	0.00%
	Sentra	3	3	6	1.90%
	Titan	1	0	0	0.00%

CHART E1 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	Versa	3	4	1	0.32%
	Xterra	0	1	0	0.00%
	Z	0	1	1	0.32%
Nissan Total		24	17	19	6.01%
Navistar	International (MT)	0	1	0	0.00%
	220 (MT)	0	1	0	0.00%
	388	1	0	0	0.00%
	389 (HT)	3	1	0	0.00%
Peterbilt Total		4	2	0	0.00%
	G5	1	1	0	0.00%
	G6	2	3	0	0.00%
	G8	4	4	1	0.32%
	Grand Am	1	0	0	0.00%
	Grand Prix	0	0	1	0.32%
	Montana	0	1	0	0.00%
	Solstice	1	0	0	0.00%
	Torrent	0	0	1	0.32%
Pontiac Total		9	9	3	0.95%
	Carrera	1	0	0	0.00%
	Cayenne	0	0	1	0.32%
	Panamera	0	0	1	0.32%
Porsche Total		1	0	2	0.63%
	9-3	0	1	0	0.00%
	9-7X	1	0	0	0.00%
Saab Total		1	1	0	0.00%
	Astra	0	1	0	0.00%
	Aura	1	0	0	0.00%
	Aura Hybrid	0	0	1	0.32%
	ION	1	0	0	0.00%
	Outlook	6	3	0	0.00%
	Relay	1	0	0	0.00%
	VUE	3	2	0	0.00%
	VUE Hybrid	2	0	0	0.00%
Saturn Total		14	6	1	0.32%
Smart	Fortwo	1	0	0	0.00%
Subaru	Impreza	0	0	2	0.63%
	Forenza	2	0	0	0.00%
	XL-7	0	0	1	0.32%
Suzuki Total		2	0	1	0.32%
	Avalon	2	1	1	0.32%
	Camry	5	1	2	0.63%
	Corolla	3	4	0	0.00%
	FJ Cruiser	1	0	1	0.32%
	Highlander	0	0	1	0.32%
	Matrix	1	0	0	0.00%
	Sequoia	0	1	0	0.00%
	Sienna	0	2	0	0.00%
	Tacoma Pickup	0	1	0	0.00%
	Tundra Pickup	3	3	1	0.32%
	Venza	0	3	0	0.00%
Toyota Total		15	16	6	1.90%
	EOS	0	1	0	0.00%
	Jetta	5	1	0	0.00%
	New Beetle	2	2	1	0.32%
	Passat	3	3	1	0.32%
	Routan	0	1	1	0.32%
Volkswagen Total		10	8	3	0.95%
	S40	1	0	0	0.00%

CHART E1 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	S60	1	0	0	0.00%
	S70	0	1	0	0.00%
	S80	2	0	0	0.00%
	VN780 (HT)	0	0	1	0.32%
	XC60	0	1	0	0.00%
Volvo Total		4	2	1	0.32%
Miscellaneous Complaints	Unknown	2	2	2	0.63%
Total Complaints Filed		454	302	274	86.39%

Chart E2 shows how many motor home complaints were filed by model (listed alphabetically by make) for CY '09 through CY '11.

CHART E2 (MOTOR HOMES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
Alfa Leisure	See Ya	1	0	0	0.00%
Carriage	Domani	0	0	1	0.32%
Coachmen	SportsCoach	1	0	0	0.00%
	Avanti	0	1	0	0.00%
	Challenger	1	0	0	0.00%
Damon Total		1	1	0	0.00%
	American Allegiance	1	1	0	0.00%
	American Tradition	1	0	0	0.00%
	Pulse	1	0	0	0.00%
	Storm	0	0	1	0.32%
Fleetwood Total		3	1	1	0.32%
Forest River	Georgetown	2	0	0	0.00%
Four Winds	Chateau	1	0	0	0.00%
Georgie Boy	Cruise Master	0	1	0	0.00%
	Caribbean	0	1	0	0.00%
	Conquest	0	1	0	0.00%
	Endura	1	0	0	0.00%
	Friendship	1	0	0	0.00%
	Navistar	0	0	1	0.32%
	Sun Voyager	0	2	1	0.32%
Gulf Stream Total		2	4	2	0.63%
	Greyhawk	1	0	0	0.00%
	Seneca	0	1	0	0.00%
Jayco Total		1	1	0	0.00%
	Cheetah by Safari	1	0	0	0.00%
	Diplomat	0	1	0	0.00%
	Simba by Safari	2	0	0	0.00%
	Vacationer by Holiday Rambler	1	0	0	0.00%
Monaco Total		4	1	0	0.00%
	Grand Star	0	1	0	0.00%
	Ventana	1	0	0	0.00%
Newmar Total		1	1	0	0.00%
	Itasca	0	0	1	0.32%
	Vectra	0	1	0	0.00%
	View	1	0	0	0.00%
Winnebago Total		1	1	1	0.32%
Total Complaints Filed		18	11	5	1.58%

Chart E3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for CY '09 through CY '11.

CHART E3 (TOWABLE RECREATIONAL VEHICLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
Airstream	Flying Cloud	0	0	1	0.32%
Adventure Manufacturing	Timberlodge	0	1	0	0.00%
Bloomer	Evolution Trailer	0	1	0	0.00%
	Cameo	1	1	3	0.95%
	Carri-Lite	1	0	0	0.00%
	Domani	0	1	0	0.00%
Carriage Total		2	2	3	0.95%
Coachmen	Mirror	1	0	0	0.00%
	Quantum	0	1	0	0.00%
	Valor	1	0	0	0.00%
Fleetwood Total*		1	1	0	0.00%
	Flagstaff	1	0	0	0.00%
	Rockwood	0	0	1	0.32%
	Salem	1	0	0	0.00%
	Sandpiper	1	0	0	0.00%
	Surveyor	0	1	1	0.32%
	Wildcat	0	2	0	0.00%
	Wildwood	1	0	0	0.00%
Forest River Total		4	3	2	0.63%
Frontier RV	Aspen	2	0	0	0.00%
Glendale	Titanium	1	0	0	0.00%
	Edge	0	0	1	0.32%
	Landmark	0	0	1	0.32%
Heartland Total		0	0	2	0.63%
Jayco	Embark	0	0	1	0.32%
	Inferno	0	1	0	0.00%
	Sportsmen	1	0	0	0.00%
	Sportster	0	0	1	0.32%
K-Z Total		1	1	1	0.32%
	Alpine	0	0	1	0.32%
	Cougar	1	0	1	0.32%
	Montana Mountaineer	1	0	0	0.00%
	Outback	0	1	0	0.00%
	Raptor	0	0	1	0.32%
	Sprinter	0	0	1	0.32%
Keystone Total		2	1	4	1.27%
Newmar	Torrey Pine	0	1	0	0.00%
	337RLS	1	0	0	0.00%
	391	0	1	0	0.00%
	412	0	0	1	0.32%
Open Range Total		1	1	1	0.32%
Palomino	Banshee	1	0	0	0.00%
Skyline Malibu	2510	0	1	0	0.00%
Sprinter	300 KBS-LA	0	1	0	0.00%
ThorCalifornia	Vortex	1	0	0	0.00%
Zinger	27RL	0	1	0	0.00%
Total Complaints Filed		17	15	15	4.43%

Chart E4 shows how many all-terrain vehicles and motorcycles complaints were filed by model (listed alphabetically by make) for CY '09 through CY '11.

CHART E4 (ALL TERRAIN VEHICLES, MOTORCYCLES AND NEIGHBORHOOD ELECTRIC VEHICLES) COMPLAINTS BY MAKE AND MODEL

MAKE	MODEL	CY '09	CY '10	CY '11	CY '11 COMPLAINT SHARE
	Mud Pro 700 (ATV)	0	1	0	0.00%
	Thunderkat (ATV)	0	1	0	0.00%
	500 (ATV)	0	1	1	0.32%
Arctic Cat		0	3	1	0.32%
Baja	SC 150 (MC)	0	0	1	0.32%
Big Dog	Coyote (MC)	0	0	1	0.32%
BRP	Spyder (MC)	0	0	1	0.32%
	K1300S (MC)	1	0	0	0.00%
	R1200GS (MC)	0	1	0	0.00%
BMW Total		1	1	0	0.00%
Buell	1125R (MC)	0	1	0	0.00%
	DS 90 (ATV)	0	1	0	0.00%
	Spyder GS Roadster (MC)	0	1	0	0.00%
Can-Am Total		0	2	0	0.00%
GEM	e4 (NEV)	0	0	1	0.32%
	Electra Glide (MC)	1	0	0	0.00%
	FLHTCUSE2 (MC)	0	0	1	0.32%
	FLSTFB (MC)	0	1	0	0.00%
	FLSTN (MC)	0	0	1	0.32%
	VRSCDX (MC)	0	0	1	0.32%
Harley-Davidson Total		1	1	3	0.95%
	Rebel (MC)	1	0	0	0.00%
	Trx 420 (MC)	0	1	0	0.00%
Honda Total		1	1	0	0.00%
Johnny Pag	Spyder 300 (MC)	1	0	0	0.00%
Kawasaki	Vulcan (MC)	1	0	0	0.00%
Kubota	RTV900 (ATV)	0	1	0	0.00%
KYMCO	Venox (MC)	1	0	0	0.00%
Lifan	Pegasus (MC)	1	0	0	0.00%
	R11WH50AG (ATV)	0	0	1	0.32%
	R11XY76AA (ATV)	0	0	1	0.32%
	RZR800 (ATV)	0	1	0	0.00%
	RZR170 (ATV)	0	1	0	0.00%
	Sportsman (ATV)	0	0	1	0.32%
Polaris Total		0	2	3	0.95%
Qlink	FrontRunner 700 (ATV)	2	0	0	0.00%
Roketa	Bali (MC)	1	0	0	0.00%
Royal Enfield	C5 Bullet (MC)	0	0	1	0.32%
	Hisun (ATV)	0	1	0	0.00%
	SL150 (MC)	1	0	0	0.00%
	UTV (ATV)	0	1	0	0.00%
SunL Total		1	2	0	0.00%
	150 (ATV)	0	0	4	1.27%
	700U (ATV)	0	1	1	0.32%
	Panther (ATV)	0	0	2	0.63%
Supermach Total		0	1	7	2.22%
	GSX (MC)	0	1	0	0.00%
	Kingquad (ATV)	1	0	0	0.00%
Suzuki Total		1	1	0	0.00%
Tank	Khaos (MC)	0	1	0	0.00%

CHART E4 (CONTINUED)

MAKE	MODEL	CY '09	CY '10	CY '11	CY' 11 COMPLAINT SHARE
Triumph	Street Triple (MC)	1	0	0	0.00%
United Motors	V2C-650T (MC)	1	0	0	0.00%
Vitacci	Touring (MC)	0	0	1	0.32%
Wildfire	WFH300-SP (MC)	0	2	0	0.00%
Xispa	XY260T-4 (MC)	0	1	0	0.00%
	Grizzly 700 (MC)	1	0	0	0.00%
	Y2F-R1 (MC)	1	0	0	0.00%
Yamaha Total		2	0	0	0.00%
Znen	Heritage 150 (MC)	1	0	0	0.00%
Total Complaints Filed		17	20	20	6.33%

Chart F shows the predominate defect claimed by consumers on filing their complaints for the 14 vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on eight of the 14 models listed.

CHART F PREDOMINATE DEFECTS REPORTED FOR THE TOP 14 VEHICLE MODELS BY MAKE AND MODEL

MAKE	MODEL	COMPLAINTS FILED	DEFECT	DEFECT TOTAL
BMW	300 Class	4	Engine Performance/Emissions	3
	500 Class	5	Engine Performance/Emissions	5
Chevrolet	Malibu	5	Automatic Transmission	2
			Electrical	2
			Other	2
			Safety Devices/Seat Belts/Airbags	2
Dodge	Journey	8	Engine Performance/Emissions	2
			Electrical	4
	Ram	15	Engine Performance/Emissions	4
Ford	Edge	6	Engine Performance/Emissions	8
	F Series	24	Electrical	6
	Fusion	4	Engine Performance/Emissions	4
	Mustang	4	Automatic Transmission	4
			Body and Trim	1
			Driveline Vibrations	1
			Engine Mechanical	1
			Engine Performance/Emissions	1
			Standard Transmission	1
Jeep	Wrangler	4	Electrical	2
			Water Leaks	2
Kia	Sorento	4	Other	2
			Safety Devices/Seat Belts/Airbags	2
			Suspension and Steering	2
Nissan	Altima	4	Automatic Transmission	3
			Engine Performance/Emissions	3
			Safety Devices/Seat Belts/Airbags	3
	Sentra	6	Brakes	2
			Electrical	2
			Other	2
			Suspension and Steering	2

COMPLAINTS CLOSED



COMPLAINTS CLOSED

Chart G shows the comparison of case resolution from CY '09 to CY '11. Most of these cases are settled by the manufacturer and result in a settlement order being issued.

**CHART G
COMPLAINT RESOLUTION**

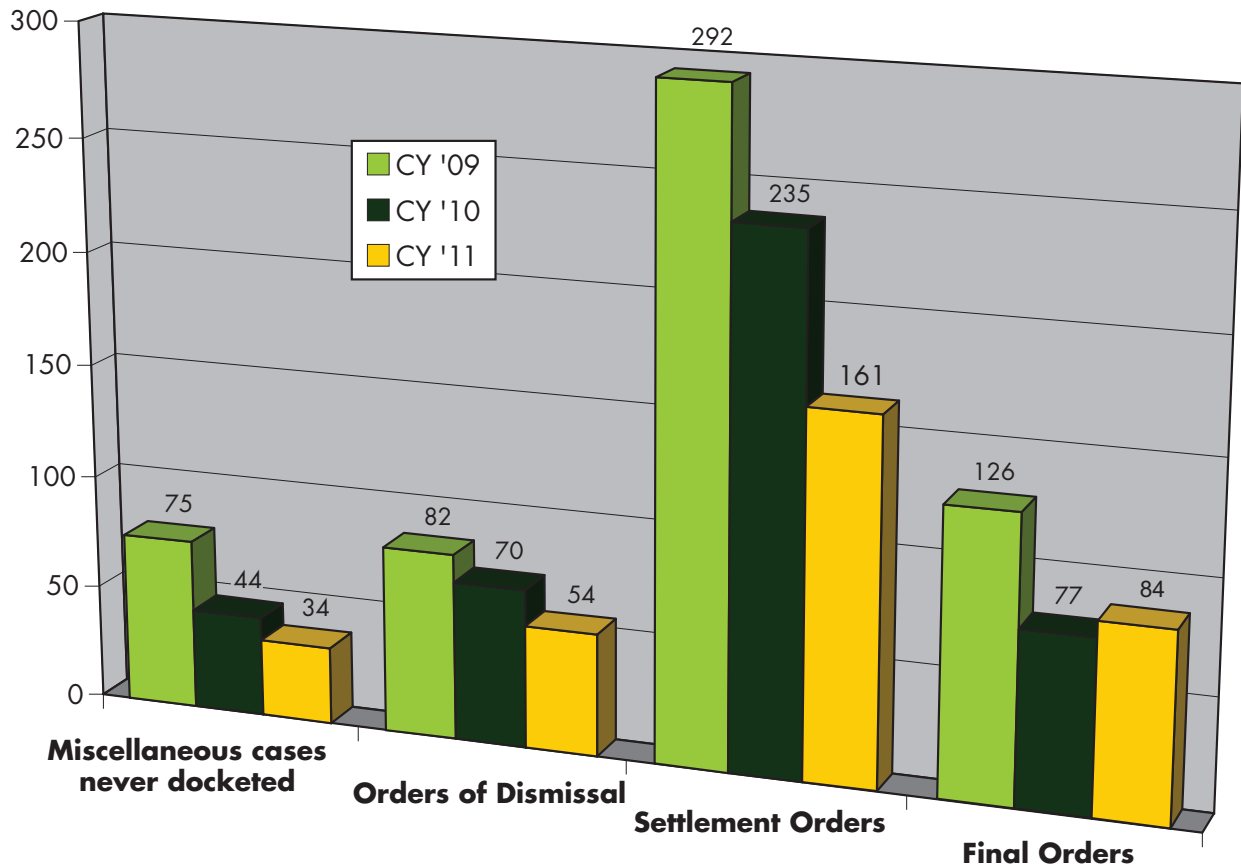


Chart H shows the comparison of the settlement orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

CHART H SETTLEMENTS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	TRADE ASSIST	REPAIR	EXTENDED SERVICE CONTRACT	CASH SETTLEMENT	OTHER	TOTAL SETTLEMENTS
Arctic Cat	0	0	0	1	0	0	0	1
Audi	0	0	0	1	0	0	0	1
Baja	1	0	0	0	0	0	0	1
BMW	1	2	0	0	0	0	1	4
Buick	0	0	0	0	0	1	0	1
Cadillac	0	3	1	0	0	0	0	4
Can-Am	0	1	0	0	0	1	0	2
Carriage	0	0	0	0	0	0	1	1
Chevrolet	0	4	0	1	2	4	2	13
Chrysler	1	1	0	0	0	1	0	3
Damon	1	0	0	0	0	0	0	1
Dodge	4	4	0	2	1	18	0	29
Ford	3	2	0	5	10	0	3	23
Forest River	0	0	0	1	0	0	0	1
GMC	0	2	1	0	1	1	0	5
Gulf Stream	0	0	0	2	0	0	0	2
Harley-Davidson	0	0	1	0	0	1	0	2
Honda	0	2	1	2	0	1	1	7
Hyundai	1	1	0	0	1	0	0	3
Infiniti	2	0	0	0	0	1	0	3
International	1	0	0	0	0	0	0	1
Jaguar	0	0	0	1	0	0	1	2
Jayco	0	0	0	0	0	2	0	2
Jeep	1	2	0	0	0	5	0	8
Kia	1	0	0	0	0	3	1	5
Land Rover	0	0	0	0	0	2	0	2
Lincoln	2	0	0	0	0	0	0	2
Mazda	0	0	1	0	0	2	0	3
Mercedes-Benz	0	1	1	1	0	0	0	3
Mini	0	2	0	0	0	0	0	2
Mitsubishi	0	0	0	1	0	0	0	1
Newmar	1	0	0	0	0	0	0	1
Nissan	2	1	1	0	0	1	0	5
Peterbilt	0	0	0	0	0	0	1	1
Polaris	0	0	0	2	0	0	0	2
Pontiac	0	1	0	0	0	0	1	2
Saturn	0	1	0	0	1	0	1	3
Skyline Malibu	1	0	0	0	0	0	0	1
Sprinter	0	0	0	1	0	0	0	1
Supermach	1	0	0	0	0	0	0	1
Toyota	1	0	0	1	1	0	0	3
Volkswagen	0	1	0	1	0	1	0	3
Total	25	31	7	23	17	45	13	161

Chart I shows the comparison of the 84 final orders issued by manufacturer.

CHART I FINAL ORDERS BY MANUFACTURER

MANUFACTURER	REPURCHASE	REPLACEMENT	REPAIR	DISMISSAL	TOTAL ORDERS
Audi	0	0	0	1	1
BMW	2	0	0	1	3
Cadillac	1	0	0	0	1
Carriage	1	0	1	1	3
Chevrolet	1	1	0	2	4
Dodge	1	0	0	0	1
Ford	7	0	2	7	16
GMC	0	0	0	2	2
Gulf Stream	1	0	0	0	1
Honda	0	0	0	4	4
Hyundai	1	0	0	2	3
Infiniti	0	0	0	1	1
International	0	0	1	0	1
Jaguar	0	1	0	0	1
Jeep	0	0	0	1	1
Kandi	1	0	0	0	1
Kenworth	0	0	0	1	1
Kia	1	1	0	2	4
Land Rover	1	1	0	2	4
Lexus	1	0	0	2	3
Lincoln	1	0	0	0	1
Mazda	1	0	0	3	4
Mini	1	0	0	0	1
Mitsubishi	0	0	1	0	1
Newmar	1	0	0	0	1
Nissan	2	0	1	1	4
Open Range	1	0	0	0	1
Pontiac	1	0	0	1	2
Porsche	0	0	0	1	1
Saturn	0	0	0	1	1
Toyota	1	0	0	8	9
Volkswagen	1	0	0	0	1
Volvo	1	0	0	0	1
Total	30	4	6	44	84

There were 34 vehicles ordered repurchased or replaced after a contested hearing when an Administrative Law Judge or the Motor Vehicle Division Director found the complaint met the statutory requirements for relief under the Lemon Law.

Chart J describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

CHART J VEHICLES ORDERED REPURCHASED OR REPLACED BY MAKE AND MODEL

	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE
1	2008	BMW	300 Class	Passenger Car	Engine Mechanical	\$39,483.31
2	2011	BMW	300 Class	Passenger Car	Engine Performance/Emissions	\$40,511.19
3	2008	Cadillac	STS	Passenger Car	Electrical	\$35,459.38
4	2008	Carriage	Domani	TRV	Other	\$81,965.71
5	2008	Chevrolet	HHR	Light Truck	Automatic Transmission	\$15,094.40
6	2009	Chevrolet	Malibu	Passenger Car	Suspension and Steering	\$20,763.65
7	2008	Dodge	Ram	Light Truck	Engine Performance/Emissions	\$26,692.91
8	2008	Ford	Taurus	Passenger Car	Water Leak	\$37,095.65
9	2009	Ford	Explorer	Light Truck	Engine Performance/Emissions	\$27,465.01
10	2010	Ford	Expedition	Light Truck	Automatic Transmission	\$37,565.75
11	2010	Ford	F Series	Light Truck	Engine Performance/Emissions	\$52,693.84
12	2010	Ford	F Series	Light Truck	Automatic Transmission	\$42,108.96
13	2010	Ford	F Series	Light Truck	Electrical Engine Mechanical	\$31,497.84
14	2010	Ford	Fusion	Passenger Car	Automatic Transmission	\$26,605.59
15	2010	Gulf Stream	Sun Voyager	Motorhome	Body and Trim Other	\$82,069.66
16	2009	Hyundai	Elantra	Passenger Car	Engine Mechanical	\$15,491.15
17	2010	Jaguar	XJ-Type	Passenger Car	Electrical	\$88,699.81
18	2008	Kandi	Coco	Neighborhood Vehicle	Electrical	\$10,223.88
19	2008	Kia	Optima	Passenger Car	Engine Performance/Emissions	\$8,872.37
20	2008	Kia	Sorento	Light Truck	Suspension and Steering	\$16,020.36
21	2008	Land Rover	Range Rover	Light Truck	Suspension and Steering	\$76,395.08
22	2010	Land Rover	Range Rover Sport	Light Truck	Electrical	\$60,024.55
23	2009	Lexus	IS	Passenger Car	Electrical	\$44,533.92
24	2009	Lincoln	MKS	Passenger Car	Brakes	\$28,453.71
25	2009	Mazda	CX-9	Light Truck	Electrical	\$26,792.04
26	2009	Mini	Cooper	Passenger Car	Engine Performance/Emissions	\$29,953.66
27	2008	Newmar	Grand Star	Motorhome	Air Conditioning/Heating	\$125,688.19
28	2009	Nissan	Murano	Light Truck	Electrical	\$28,979.46
29	2010	Nissan	Sentra	Passenger Car	Automatic Transmission Suspension and Steering	\$15,287.75
30	2010	Open Range	391 RES	TRV	Body and Trim Water Leak	\$47,793.81
31	2007	Pontiac	G6	Passenger Car	Water Leak	\$17,729.69
32	2008	Toyota	Tacoma Pickup	Light Truck	Suspension and Steering	\$21,502.27
33	2007	Volkswagen	New Beetle	Passenger Car	Electrical	\$17,076.95
34	2010	Volvo	XC60	Passenger Car	Electrical	\$32,662.55
						\$1,309,254.05

Chart K shows the number of vehicles reacquired by manufacturers per [Lemon Law Rule §215.210](#) for CY '09, CY '10 and CY '11.

CHART K MANUFACTURER REACQUIRED VEHICLES

	CY '09	CY '10	CY '11
Ordered Repurchases/Replacements	34	19	34
Reacquired Vehicle Settlements	119	75	56
Reacquired Vehicles Transferred to Texas	805	656	647
Total	958	750	737

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ACKNOWLEDGMENTS

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*Anne Lehnick
Stephanie Rogers
Cindy Sedillo*

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B. Mark Gladney
Manager - Lemon Law Section

**Texas Department of Motor Vehicles
Enforcement Division
Lemon Law Section
Post Office Box 2063
Austin, Texas 78768-2063
1-888-368-4689
512-465-3000
<http://www.texaslemonlaw.us>**



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4000 Jackson Avenue
Austin, TX 78731
www.txdmv.gov

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